

National Core Indicators (NCI) – Family Guardian Survey Frequently Asked Questions

Q: What is the National Core Indicators (NCI) survey?

A: An annual survey that helps states assess the quality of services available to adults who have intellectual or developmental disabilities

Q: Who participates in the Delaware NCI survey?

A: Family and legal guardians of adults (18+) with intellectual or developmental disabilities who receive case management and at least one additional service.

Q: How many people are surveyed?

A: The mail in survey goes out to approximately 500 people who are randomly selected.

Q: Why should individuals participate in this survey?

A: The survey provides the opportunity to let the State identify areas where the system is working well and areas that need change.

Q: Is participation mandatory?

A: No, participation is voluntary.

Q: Are answers confidential?

A: Yes, the survey is confidential. The answers are collected anonymously, so no one can identify a single person with the survey answers.

Q: How will the survey answers be used?

A: Once answers are collected, Vital Research will analyze the data and share the results in a report with DDDS. The results are used to make policy decisions in order to improve services.

Q: How long will it take to complete the survey?

A: The survey should take 30 – 45 minutes to complete.

Q: How many other states use the NCI surveys?

A: There are 42 state developmental disability agencies, including the District of Columbia, who use the NCI surveys.

Q: What topics are covered in the survey?

A: The survey will address areas important to you and the person receiving services, including how COVID-19 has affected your lives.

Q: What are my options to complete the survey?

A: If you are randomly selected to complete a survey, you will receive a letter in the mail with a URL to a website to do the survey online. You will also receive a paper version of the survey that can be completed and mailed back (postage-paid).

Q: When do I need to complete the survey by?

A: April 30, 2021

Contacts:

DDDS Katie Howe Director of Program Integrity Email: katie.howe@delaware.gov (302) 836-2185	Vital Research (888) 909-3559 (Toll-Free) Mon-Fri 10 AM – 7 PM (Central) Mon-Fri 11 AM – 8 PM (Eastern) Sarah Dys Sarah.dys@delaware.gov Michelle Dughbaj Michelle.dughbaj@delaware.gov
---	--